

## TENANT SCRUTINY BOARD

WEDNESDAY, 6TH JANUARY, 2016

**PRESENT:** John Gittos in the Chair

Sallie Bannatyne, Michael Healey, Maddy Hunter, Roderic Morgan and Jackie Worthington

### 43 Exempt Information - Possible Exclusion of the Press and Public

There were no exempt items.

### 44 Late Items

There were no late items.

### 45 Apologies for Absence

Apologies for absence were submitted by Olga Gailite, Christine Gregory and Peter Middleton.

### 46 Minutes - 2 December 2015

**RESOLVED** – That the minutes of the meeting held on 2 December 2015 be approved as a correct record.

### 47 Chair's Update

The Head of Scrutiny and Member Development submitted a report which provided the Chair of Tenant Scrutiny Board with an opportunity to update Board Members on some of the areas of work and activity since the December meeting.

The Chair advised that he had attended Scrutiny Board (Environment & Housing) on 8 December 2015, at which landfill, the Housing and Planning Bill and other housing matters were discussed.

The Chair reported that Liz Cook, Chief Officer Housing Management was leaving Leeds City Council and that Jill Wildman would be Interim Chief Officer Housing Management. The Board asked that its thanks be put on record for the support Liz had given the Board over the past couple of years and wished her every success for the future.

**RESOLVED** – That the above update be received and noted.

## 48 Scrutiny Inquiry - Environment of Estates

The Head of Scrutiny and Member Development submitted a report which presented information as part of the Board's Inquiry on the Environment of Estates. This included the questionnaire sent to tenant and resident groups, the 11 Housing Advisory Panels and 37 Service Improvement Volunteers.

Sharon Guy, Housing Manager (Customer Relations, Tenant Scrutiny, Tenant Involvement and Equality) and Lee Ward, Neighbourhood Services Officer, were in attendance to provide the Board with a verbal update on responses received so far. A fuller report was being presented at the February meeting, following the closing date for returns.

In summary, 80 responses had been received to date and the themes emerging were around, publicity and feedback on actions.

The Board also agreed to send a report to Housing Leeds detailing its initial thoughts on estate walkabouts in order to inform the harmonisation project currently being undertaken on this matter.

Also in attendance was Debra Harding, Operations Manager, Contact Centre. Debra had been invited to attend the meeting to outline to the Board the work of the Contact Centre and to answer any arising questions.

In summary the main areas of discussion were:

- The volume of calls received by the Contact Centre in relation to Housing issues.
- The difference between complaints and service requests.
- The need to get the job done right first time and who 'owns' the case once it has left the Contact Centre.
- How the Contact Centre responds to service requests from vulnerable residents.
- The training and on-going development and supervision of staff.

Concluding the discussion, the Chair outlined the next steps of the Inquiry which would include discussion with Councillor Coupar, the responsible Executive Member and Senior Housing Leeds Officers. The findings of the questionnaire would also be discussed. Initial recommendations arising from the Board's Inquiry would also be discussed.

The Chair also advised the Board that a recommendation tracking report on the Board's previous work into annual tenancy visits would also be discussed at the February meeting.

### **RESOLVED –**

- (a) To agree the Board's statement in relation to 'estate walkabouts' and submit to Housing Leeds.
- (b) That the next steps in the Inquiry be noted.

**49 Date and Time of Next Meeting**

Wednesday, 3 February 2016 at 1.30pm (pre-meeting for all Board members at 1.00pm)

(The meeting concluded at 2.40pm)